



Defense Travel System

3 December 2002

**Defense Travel System-
Army
Program Manager**



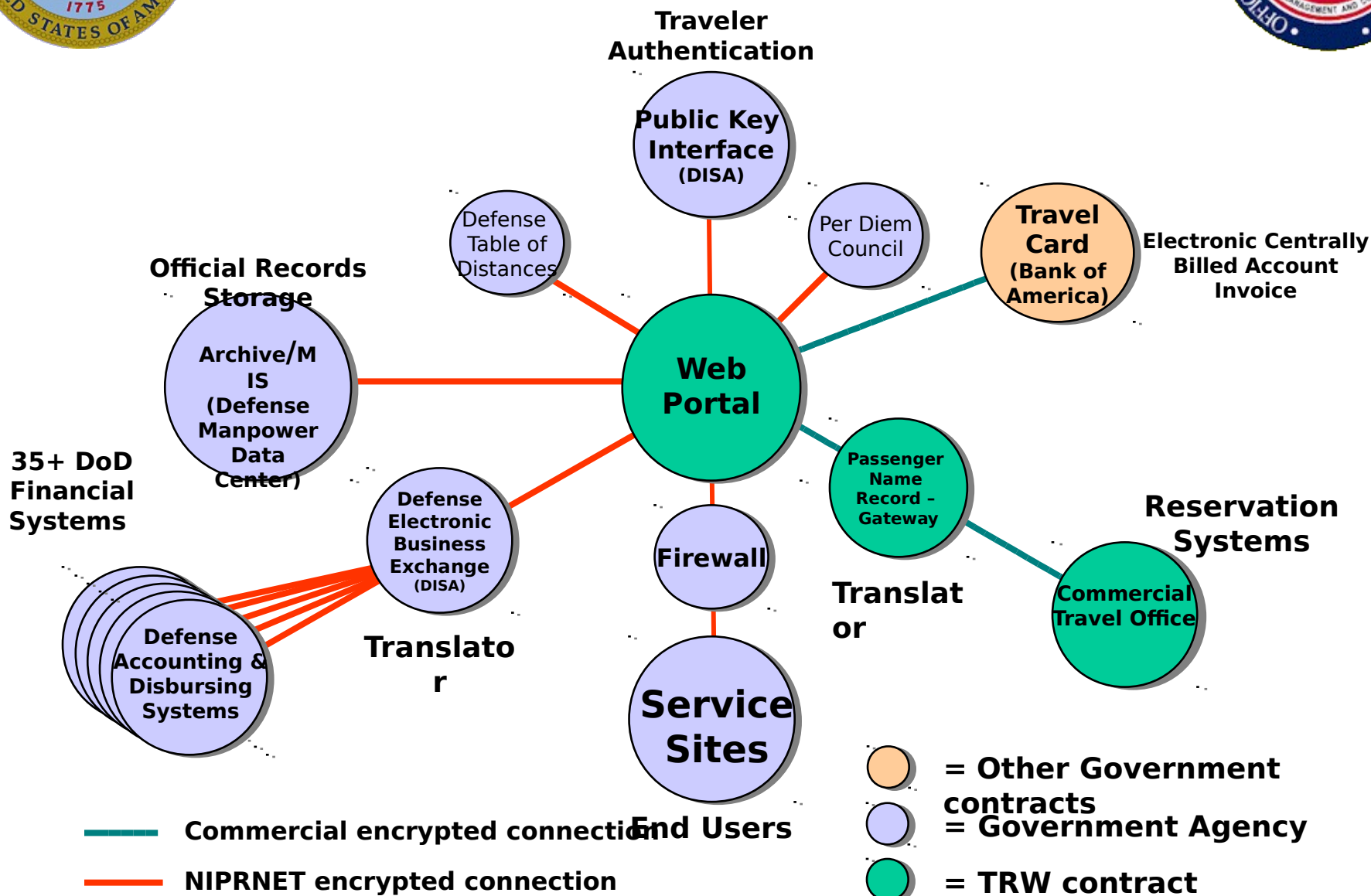
Agenda



- **What is DTS?**
- **Limitations**
 - ✓ **Functionality**
 - ✓ **Personnel Impact**
 - ✓ **CTO Connectivity**
- **Fielding Concept**
- **Questions**

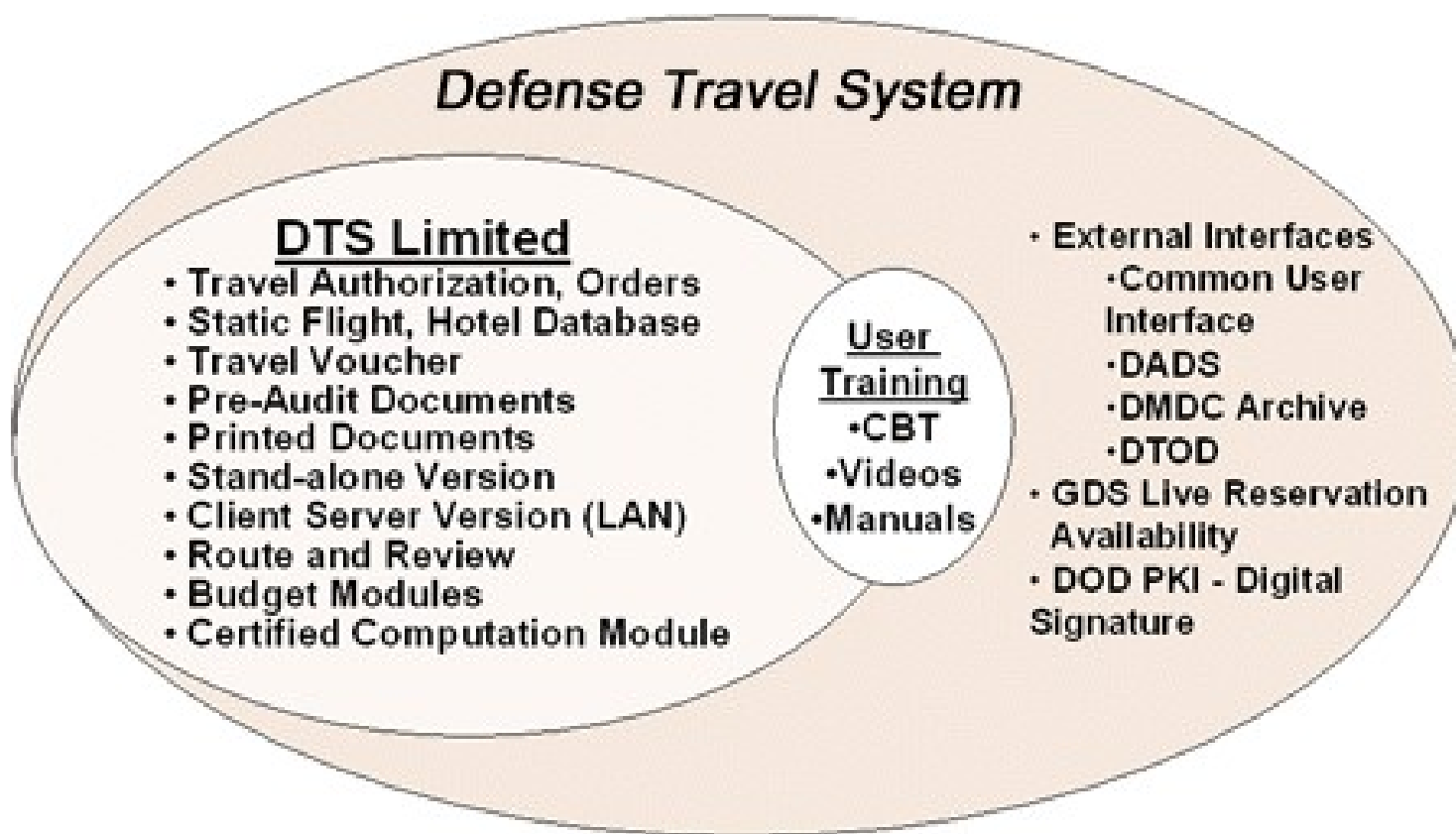


DTS Architecture





DTS-Limited vs DTS-Full





Limitations



■

A seamless, paperless temporary duty travel system that: meets the needs of travelers, commanders and process owners; reduces costs, supports mission requirements, and provides superior customer service.

■

But.....



DTS Evolutionary Development



| Mar 2003 | Jan 2004 | Jan 2005 | Jan 2006 | |
|---|--|---|---|--|
| Jefferson <ul style="list-style-type: none"> •CBA Reconciliation •Group Travel Phase 1 •PLOT Phase 1 •Read Only Access •Deployment Automation Tool •Pull Down Menu Phase 1 •Schedule Partial Payment & Advances •Ticketing •Cancellation •Profile Validation •DTA Maintenance | Madison <ul style="list-style-type: none"> •Debt Management Ph 1 •Full Web functionality (w/2nd RDC) •Group Travel Phase 2 •Local Voucher Processing (CP #45) •CCV charge card interface •PLOT Phase 2 •DTA Tool Phase 2 •DTS Reports •Budget Module Redesign •Positive Acknowledgement •Pull Down Menu Phase 2 •Independent Fielding •Cancellation (automated) •CUI/GDS enhancements •Reserve/Guard Travel •MEPS | Monroe <ul style="list-style-type: none"> •Debt Management Phase 2 •CTO Enhance •CTO Initiated Transactions •CTO route to traveler •Multiple PNR trips •GSA City Pair Enhancements | Q. Adams <ul style="list-style-type: none"> •Transportation Reports •TBD | |
| | | | Pending Release Requirements <ul style="list-style-type: none"> •DTS Requirements •DCD Interface •GATES Interfaces •BQ Lodging Interface •PERSTEMPO Interface •PCS Travel (computation) •Direct Vendor Reservations •Quick Trip •User Interface Enhancements •Multiple FSN | |



Personnel Impact



- **Pre-Deployment Activities**
- **Defense Travel Administration**
- **Customer Service/Help Desk**
- **Training**



DTS Administration (DTA)

- Administration not Administrator
- Team concept
- Needs expertise, or access to expertise, in
 - People skills (communication, training, help desk operations)
 - Personnel
 - IT/IM
 - Transportation
 - RM



Ensure proper initial setup of their organizations for deployment



Right Person for the Right Job



• Personnel Administration

- QC personnel data for initial upload**
- Traveler & routing official data maintenance**
- ID and process new arrivals**

• Financial/Resource Management (RM)

- Load Budgets and balances**
- Link budgets with lines of accounting**
- Ensure that lines of accounting are properly established and “understandable” by users**

• Transportation Officer (TO)

- Familiar with transportation policies**
- OCONUS travel coordination**

• Information Technology

- Knowledge of automated systems**
- Complete infrastructure assessment**
- Configure infrastructure to support DTS**
- Provide IT/IM support for DTS**



Customer Support



- Help Desk
 - ✓ Travel & transportation policy and local procedures
 - ✓ DTS formal & continuing training
 - ✓ DTS administration and maintenance
 - ✓ IT/IM system administration and security
 - ✓ Gatekeeper to TRW Help Desk

- A three-tier customer support approach is in place:
 - ✓ Tier 1 – The user with supplementary materials, help from expert user (Traveler/routing list official)
 - ✓ Tier 2 – DTA support for users; authorized to call T3HD with problems/issues/questions
 - ✓ Tier 3 – TRW Help Desk (T3HD); PMO focal point 1



CTO Connectivity



➤ **CTO Connectivity** *2004?

✓ **CTO connectivity is linked to travel contracts. Currently Carlson Wagonlit Travel (CWT) performs the bulk of Army Commercial Travel arrangements. CWT has opted not to connect to DTS under current Army contracts.**

✓ **DoD contracts should resolve the CTO connectivity issue**



Current DTS Fielding Concept

(How to deploy to over 11,000 sites?)



| FY | 2002 | 2003 | 2004 | 2005 | 2006 | 2007 |
|----|------|------|------|------|------|------|
|----|------|------|------|------|------|------|

200

OA

- Operational Assessment at Ellsworth AFB, SD
- Demonstrated operational suitability in a real-world environment

PHASE I ended

- Pilot Sites (~20)
- Refines and tailors processes for service and agency uniqueness

- PMO-DTS funded

Milestone

Jefferso

n

PHASE II

- Primary sites (~250) capture >80% of DoD travel

PHASE III

- Remainder of sites
- Services/Agencies fund fielding effort
- PMO-DTS provides guidance and contract vehicle to support fielding



Phase I Sites



Army (3)



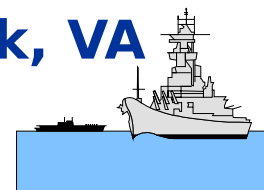
Fort Campbell, KY ★
Aberdeen Proving Ground, MD ★
Fort McPherson, GA ★
HQ DA, VA

Navy (2)

OPNAV N4 ★
DON/CIO ★

Arlington, VA

Joint Forces Staff
College, Norfolk, VA



Air Force (3)



Ellsworth AFB, SD (OA site) ★
Minot AFB, ND ★
Tyndall AFB, FL
Nellis AFB, NV
Vance AFB, OK ★

★ PMO-DTS (Arlington, VA)

Agencies

DLA (Battle Creek, MI) ★
DFAS (Arlington, VA) ★
DSCA (Arlington, VA) ★
DoDEA (Arlington, VA) ★
DLA DSC (Richmond, VA) ★

Marine Corps (2)



MCAS, Beaufort, SC ★
HO USMC, VA

VA)

★ = Site is operational



Ft. Campbell

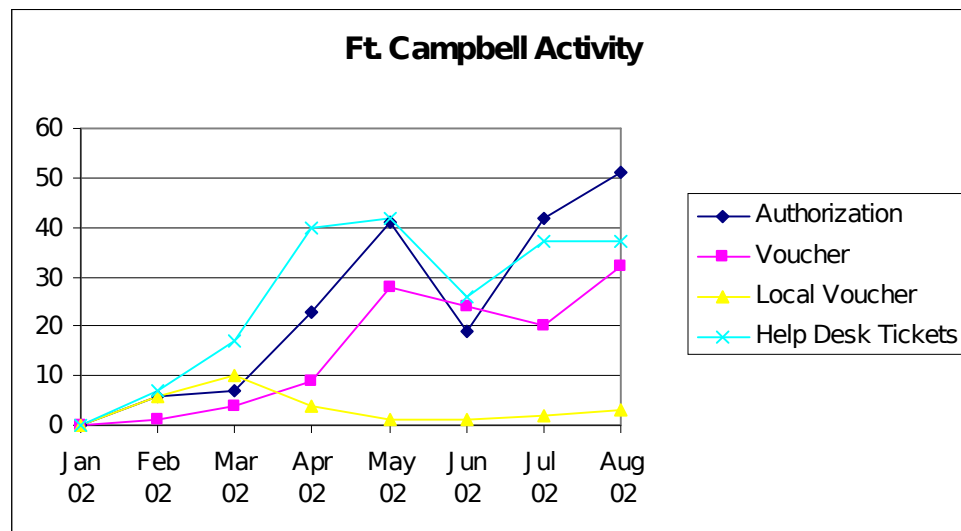


Site Issues

- Response Time

- It takes the LDITA 46 minutes to access the user table -Issue associated with client server; *Beta test version of fix has been distributed to Ft. Campbell and has alleviated the problem. Response time is currently ~ 1 minute.*

- Lack of Training Resources (LDITA is the primary trainer) *Army and*



Source: TRW System Usage Statistics

| <u>Population</u> | <u>DTS Mode</u> | <u>PKI</u> |
|-------------------|-----------------|------------|
| 26,000 | Tailored (CTO) | CAC |



Ft. Campbell (cont.)



Site Issues (cont.)

- Lack of system functionality
 - Non ATM Advances, Group Travel, Long Term TDY, Personal Leave in Conjunction *All of this functionality will be available in the Jefferson Release (Mar 03)*
 - Use of Multiple LOAs with more than one FSN *Functionality will be available in the Madison Release (Jan 04)*

Proliferation

- No Proliferation Plan received. Service representative and PMO working with site to develop workable plan
- Lack of Training Resources/Manpower (The LDTA has no additional help)



Aberdeen PG



Site Issues

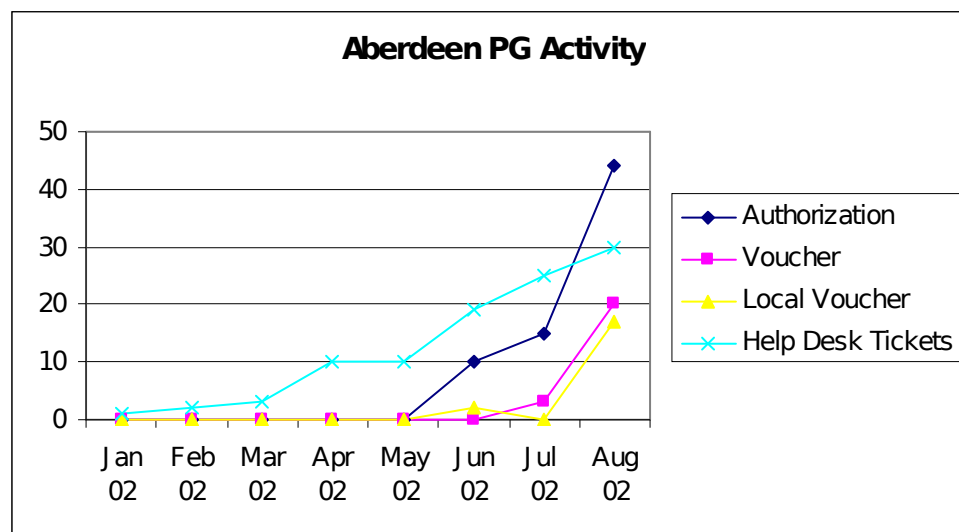
- Software Incompatibility (Unicenter, Resumix, KeyScan)

Development/testing of the fix/K2 currently underway

- Unwillingness of current CTO (Carlson Wagonlit) to connect to DTS

- Software Installation Difficulties

TRW T3HD has provided guidance on proper procedures for installing/uninstalling DTS and Kyberpass software



Source: TRW System Usage Statistics

| <u>Population</u> | <u>DTS Mode</u> | <u>PKI</u> |
|-------------------|-----------------|------------|
| 9,000 | Tailored (CTO) | CAC |



Aberdeen PG (cont.)



Site Issues (cont.)

- Tier 2 Help Desk/Customer Support

The PMO is currently undergoing a Fielding Process Improvement initiative which includes Tier 2 Help Desk setup. These concepts can be applied to Aberdeen Proving Ground to help improve Tier 2 support

Proliferation

- Proliferation Plan received (50% slippage)
- Incompatibility Issues



Fielding Schedule FY 03



| <i>FY</i> | <i># Sites</i> |
|-----------|----------------|
| 01-02 | 4 |
| 03 | 11 |
| 04 | 28 |
| 05 | 23 |
| 06 | 18 |

| <i>Site</i> | <i>MACOM</i> |
|--|--------------|
| FortBelvoir , VA | MDW |
| FortBragg , NC | FORSCOM |
| Rock Island Arsenal, IL | AMC |
| FortKnox , KY (+USAREC) | TRADOC |
| FortDrum, NY | FORSCOM |
| HQs, Dept of the Army, Pentagon, Arlington, VA | HQDA |
| National Training Center and Fort Irwin, CA | FORSCOM |
| FortSam Houston, San Antonio, TX | MEDCOM |
| NG, NGB National HQs, Arlington , VA | NGB |
| DetroitArsenal, Warren, MI | AMC |
| FortMonroe, VA | TRADOC |

Milestone 'C'
(May 03)



Fielding Schedule FY 04



| <i>Site</i> | <i>MACOM</i> |
|---|---------------------|
| United States Military Academy, West Point, NY | USMA |
| Natick Labs (RD&E Center), Natick, MA | AMC |
| Fort Lewis, WA | FORSCOM |
| Fort Hood, TX | FORSCOM |
| Fort Riley, KS | FORSCOM |
| Fort Polk, LA | FORSCOM |
| Fort Stewart, GA (+Hunter AAF) | FORSCOM |
| Fort Carson, CO (+ArSpace Cmd) | FORSCOM |
| Fort Lee, VA | TRADOC |
| Fort Leavenworth, KS | TRADOC |
| Fort Shafter, HI (+Schofield Barracks/Tripler Army Med Ctr) | USARPAC |
| Fort Benning, GA | TRADOC |
| Fort Monmouth, NJ | INSCOM |
| Fort Sill, OK | TRADOC |



Fielding Schedule FY04 (cont)



| <i>Site</i> | <i>MACOM</i> |
|---|---------------------|
| Fort Leonard Wood, MO | TRADOC |
| Fort Bliss, TX | TRADOC |
| Fort Eustis, VA | TRADOC |
| Fort Wainwright, AK | USARPAC |
| Army Total Army PERSCOM, Alexandria , VA (+ARPERSCOM) | HQDA |
| Fort Richardson, AK | USARPAC |
| Presidio of Monterey, Monterey, CA | TRADOC |
| Army Reserve, Command HQs, Atlanta, GA | USAR |
| Fort Huachuca, AZ | TRADOC |
| Fort Rucker, AL | TRADOC |
| Fort Jackson, SC | TRADOC |
| White Sands Missile Range, NM | ATEC |
| Fort Gordon, GA | TRADOC |
| MTMC HQs, Alexandria, VA | MTMC |



Fielding Schedule FY05



| <i>Site</i> | <i>MACOM</i> |
|---|---------------------|
| FortMcCoy, WI | MEDCOM |
| Army Reserve, 88th RSC, FortSnelling, MN | USAR |
| Redstone Arsenal (RATS) | AMC |
| Army Material Command (HQ AMC) | AMC |
| FortGeorge G. Meade, MD | MDW |
| FortBuchanan, SanJ uan, PR | USARSO |
| Walter Reed Army Medical Center, VA | MEDCOM |
| FortDetrick, Frederick, MD | MEDCOM |
| Army Reserve, 63rd RSC HQs, Los Alamitos, CA | USAR |
| Army Reserve, 77th RSC HQs, FortDix, NJ | USAR |
| Army Reserve, 96th RSC HQs, SaltLake City, UT | USAR |



Fielding Schedule FY05 (cont)



| <i>Site</i> | <i>MACOM</i> |
|---|---------------------|
| Army Reserve, 89th RSC HQs, Wichita, KS | USAR |
| Army Reserve, 94th RSC HQs, Devens, MA | USAR |
| Army Reserve, 70th RSC HQs, Seattle, WA | USAR |
| Picatinny Arsenal | AMC |
| Tobyhanna Army Depot (+HQ TACOM) | AMC |
| Army Reserve, 81st RSC HQs, Birmingham, AL | USAR |
| Army Reserve, 90th RSC HQs, Little Rock, AR | USAR |
| Army Reserve, 90th RSC, New Orleans, LA | USAR |
| USACE HQs, Washington, DC | USACE |
| Fort Hamilton, NY | MDW |
| Camp Casey, Korea | EUSA |
| Yongsan, Korea | EUSA |



Fielding Schedule FY06



| <i>Site</i> | <i>MACOM</i> |
|---|---------------------|
| COE, Eng Waterways Exp Stn, Vicksburg, MS | USACE |
| COE, DistrictHQ, Omaha , NE | USACE |
| COE, DistrictHQs, Seattle , WA | USACE |
| COE, Huntsville Center, AL (Engr Spt& Tng) | USACE |
| NG, State HQ, San Luis Obispo, CA (+Sacramento) | NGB |
| Charles E. Kelly Support Facility, Oakdale , PA | USAR |
| NG, State HQs, Oklahoma City, OK | NGB |
| NG, State HQs, Latham, NY | NGB |
| NG, State HQs, Annville, PA | NGB |
| NG, State HQs, Diamond Head, Honolulu , HI | NGB |
| NG, State HQs, Tacoma, WA | NGB |
| NG, State HQs, Camp Mabry, Austin , TX | NGB |
| NG, State HQs, Camp Lincoln, Springfield , IL | NGB |
| NG, State HQs, Salem, OR | NGB |
| NG, State HQs, Draper, UT | NGB |
| NG, State HQs, Phoenix, AZ | NGB |
| NG, State HQs, Camp Denali , AK | NGB |
| NG, State HQs, Indianapolis, IN | NGB |



Defense Travel System-Army

Questions?

➤ **Worldwide Web**

✓ **DoD:** www.defensetravel.osd.mil

✓ **Army:** www.asafm.army.mil/fo/fod/dts/dts.asp

➤ **Phone:** (703) 602-1968 {DSN 332}

➤ **FAX:** (703) 602-1979 {DSN 332}

➤ **E-Mail:** asafmdts@hqda.army.mil





Back-up Slides





Milestone C/Deployment Entrance Criteria



| Document | Status | Baseline Date |
|-----------------------------------|-------------------------|----------------------|
| Acquisition Decision Memorandum | Waiting Milestone | Mar 03 |
| Acquisition Program Baseline | 2 nd draft | Mar 03 |
| Acquisition Strategy | 2 nd draft | Mar 03 |
| Clinger-Cohen Act Compliance | In review. Uses 2001 EA | Mar 03 |
| C4I Support Plan | 1 st draft | Feb 03 |
| Operational Requirements Document | JRB on 11/22/02 | Dec 02 |
| Test and Evaluation Master Plan | ATEC writing section 4 | Jan 03 |
| Independent Technology Assessment | N/A Memo required | Jan 03 |



DTS Milestone C/Deployment Decision Issues

- ◆ Two entrance criteria may not be complete by March 03
 - Economic Analysis update (~ 4 weeks behind)
 - Operational Test results summary (not available until mid-Apr)
- Pilot site results indicating need for testing of improvements in the field
 - More intuitive user interface for improved usability
 - Increased functionality delivered with Jefferson release
 - Improved response time for Common Access Card (CAC)
- Impacts:
 - Baseline schedule slips combined decision meeting to early May 03
 - Delays fielding of some FY03 sites – moves about 14 sites to FY04



Pilot Site Summary



PMO visited and surveyed multiple pilot sites during the past

several weeks to understand the operational

Concern / Cause

DTS Action

Need to improve usability
- Older DTS COTS product

Accelerating complete set of new screens with web usability expert—next chart

Slow response times
- Users on old version of client
- PKI Cert. Revoc. List (CRL) growth
- Inefficient interface with CAC

Upgrading users to new version
Increased number of processors
Developing improved CRL search
Accelerating SSL solution - following chart

Software incompatibilities
- DTS PKI client

Improving current DTS client (Dec 02)
Accelerating Secure Socket Layer (SSL) solution

Need for new functionality
- Missing group travel, CBA, etc.

Jefferson software release in final testing - on schedule for Mar 03



Response Time Issues



- Added additional servers on DTS front end
- Upgrading all users to newest version of DTS client
- Improved DTS server handling of certificate revocation list
- Jefferson release (Mar 03) will reduce logon times by at least 33%
- Going to Secure Socket Layer (SSL) approach (May 03)



How it All Began



★ National Performance Review - Sep '93

➤ *Call for overhaul of entire DoD travel system*

DoD Travel Reengineering Task Force - Jan '95

➤ *DoD travel system is fragmented, inefficient, expensive to administer, and occasionally impedes mission accomplishment*



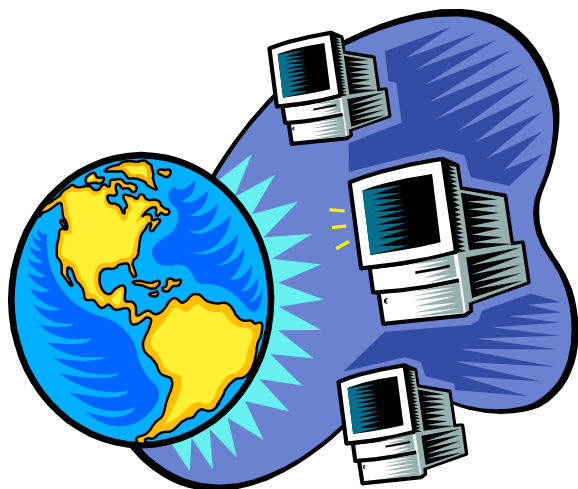
Task Force Recommendations



- ◆ Consolidate travel services under one single procurement entity
- Simplify traveler entitlements and publish in plain English
- Make supervisors responsible for managing travel
- Use government charge cards
- Speed travel voucher settlement
- Use electronic funds transfer to speed payment of claims



DTS Vision



A seamless, paperless, temporary duty travel system that meets the needs of travelers, commanders, and process owners. It must **reduce costs, support mission requirements, and provide superior customer service.**



DTS Improvements



Old Methods

Ball point pen

Phone request

Complicated rules

Paper travel order

**Paper travel
voucher**

Single disbursement

Paper archive



New Methods

Digital signature

Computer request

Simplified rules

Electronic

authorization

Electronic voucher

Split disbursement

Electronic archive



DTS Benefits

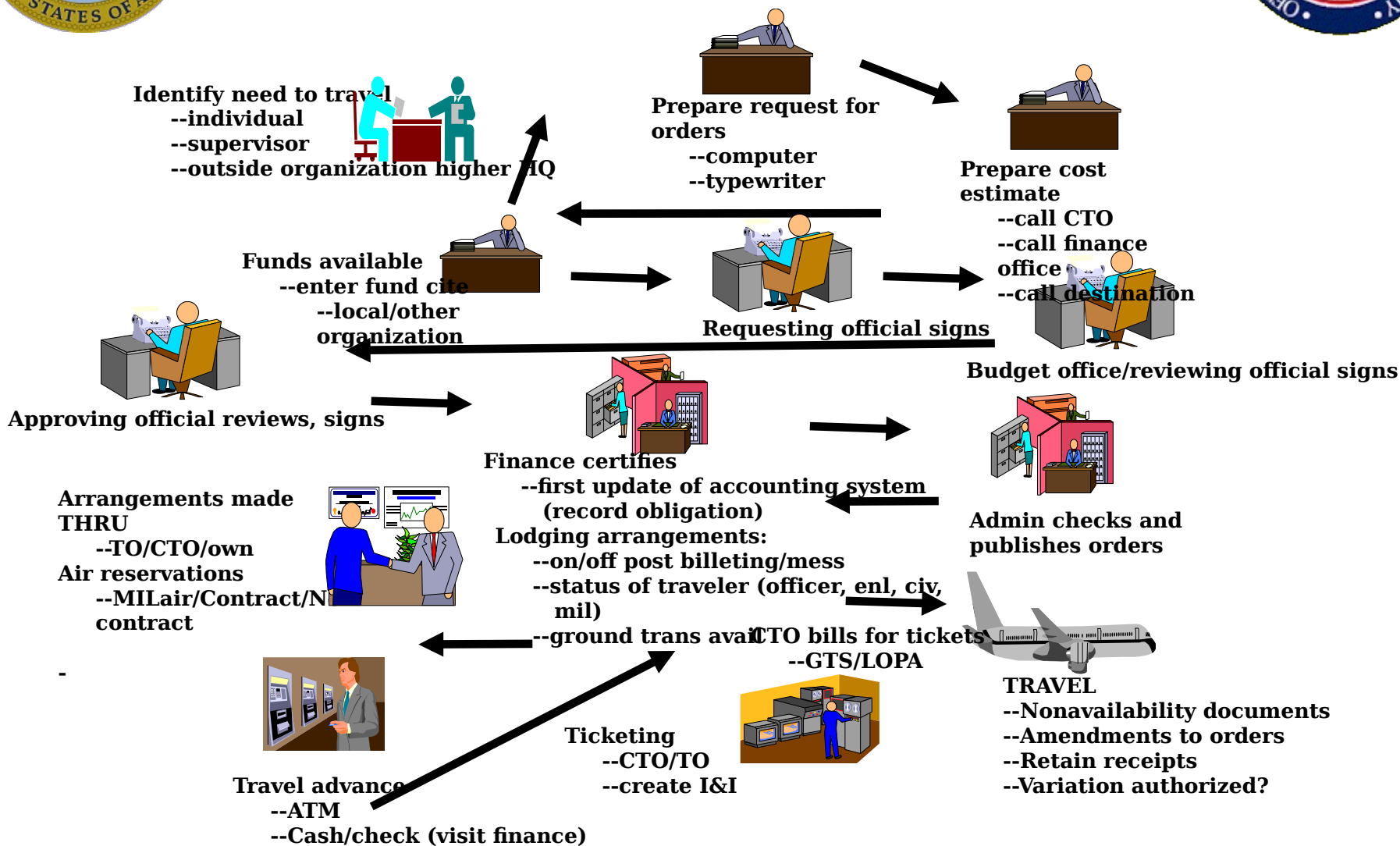


◆ **Benefits to User:**

- ▮ **Less time “running orders”**
- ▮ **Accurate payments**
- ▮ **Payments within 3 days**
- ▮ **Split disbursements**
- ▮ **More time “defending the nation”**



Current Pre Travel Process



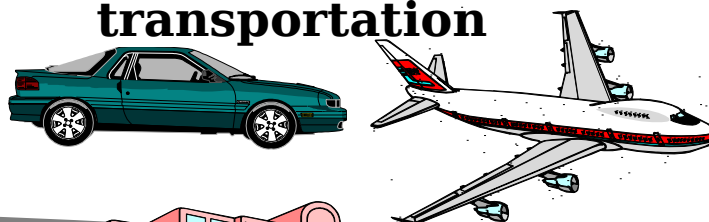


DTS Travel Authorization

**Traveler/Admin
inputs
travel orders in PC**



**Interface with CTO
for lodging, rentals
transportation**



**Authorizing
Official
approves
electronically**



**ATM advance
as required**

TDY



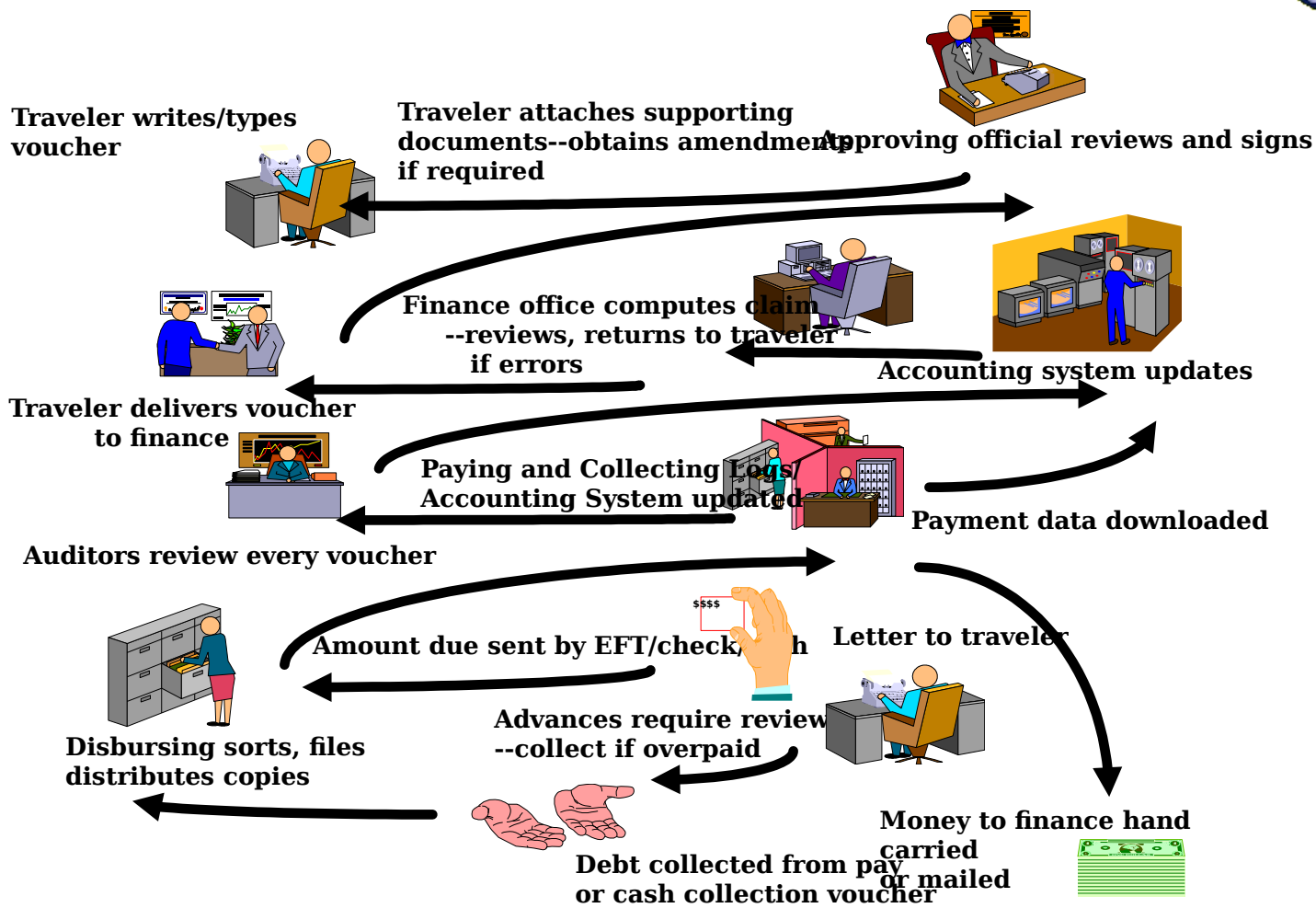
**Traveler receives
completed order;
prints as needed**



Ticketing



Current Post Travel Process





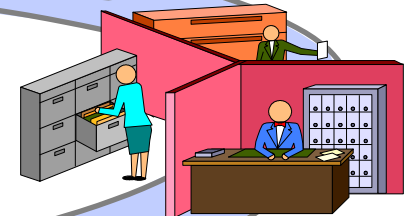
DTS Voucher Process



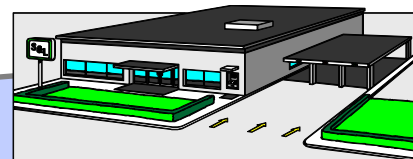
**Traveler enters
SSN, finishes
voucher**



**Management
Reviews, approves,
& certifies**



**Electronically
sent to disbursing
for processing**



**Funds sent EFT
to bank/credit union
or "split" pays to
charge
card vendor**

**Traveler pays
balance of bill**





Reengineering DoD's Travel

Concept

Sites

REENGINEERING

1996 - Proving the

2002 - Current Pilot

BEFORE

AFTER

★ **Quicker Reimbursement**

5.8 Days

11.3 Days

10 Days

< 3 Days

★ **Fewer Process Steps**

40 Steps

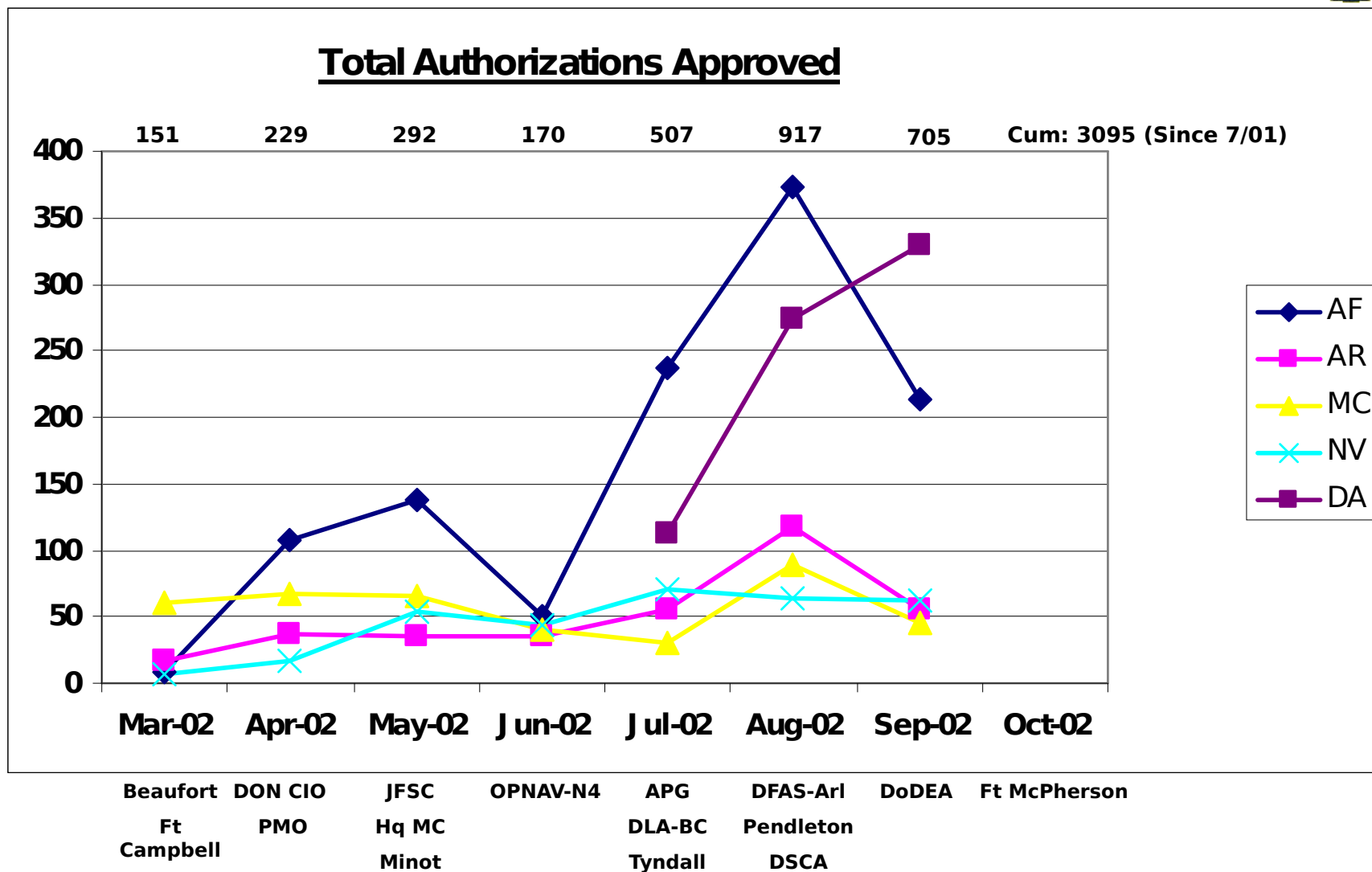
21 Steps

37 Steps

7 Steps



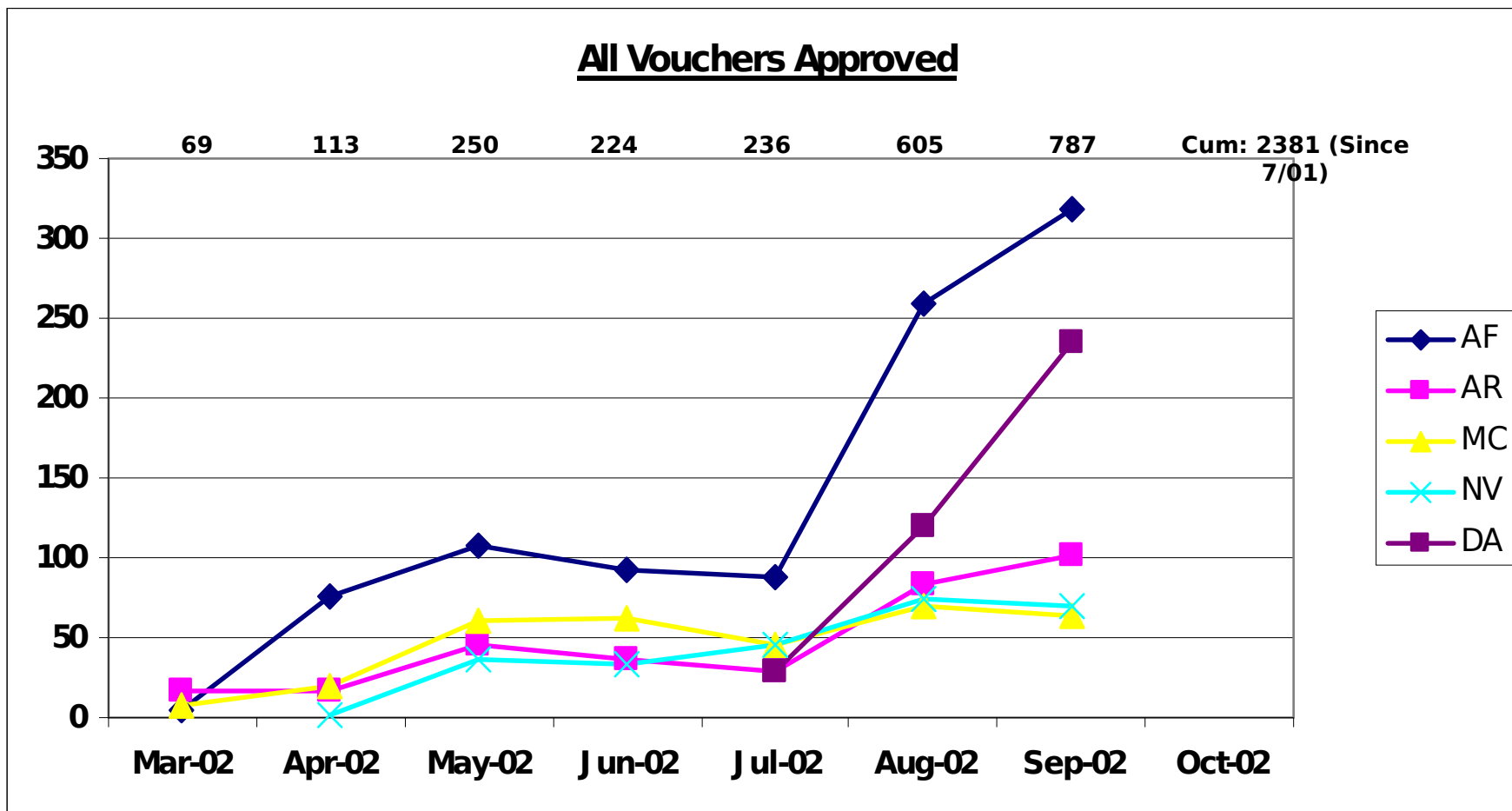
Monthly Authorizations Approved





Monthly Vouchers Approved

All Vouchers Approved



Beaufort
Ft
Campbell

DON CIO
PMO

JFSC
Hq MC
Minot

OPNAV-N4

APG
DLA-BC
Tyndall

DFAS-Arl
Pendleton
DSCA

DoDEA

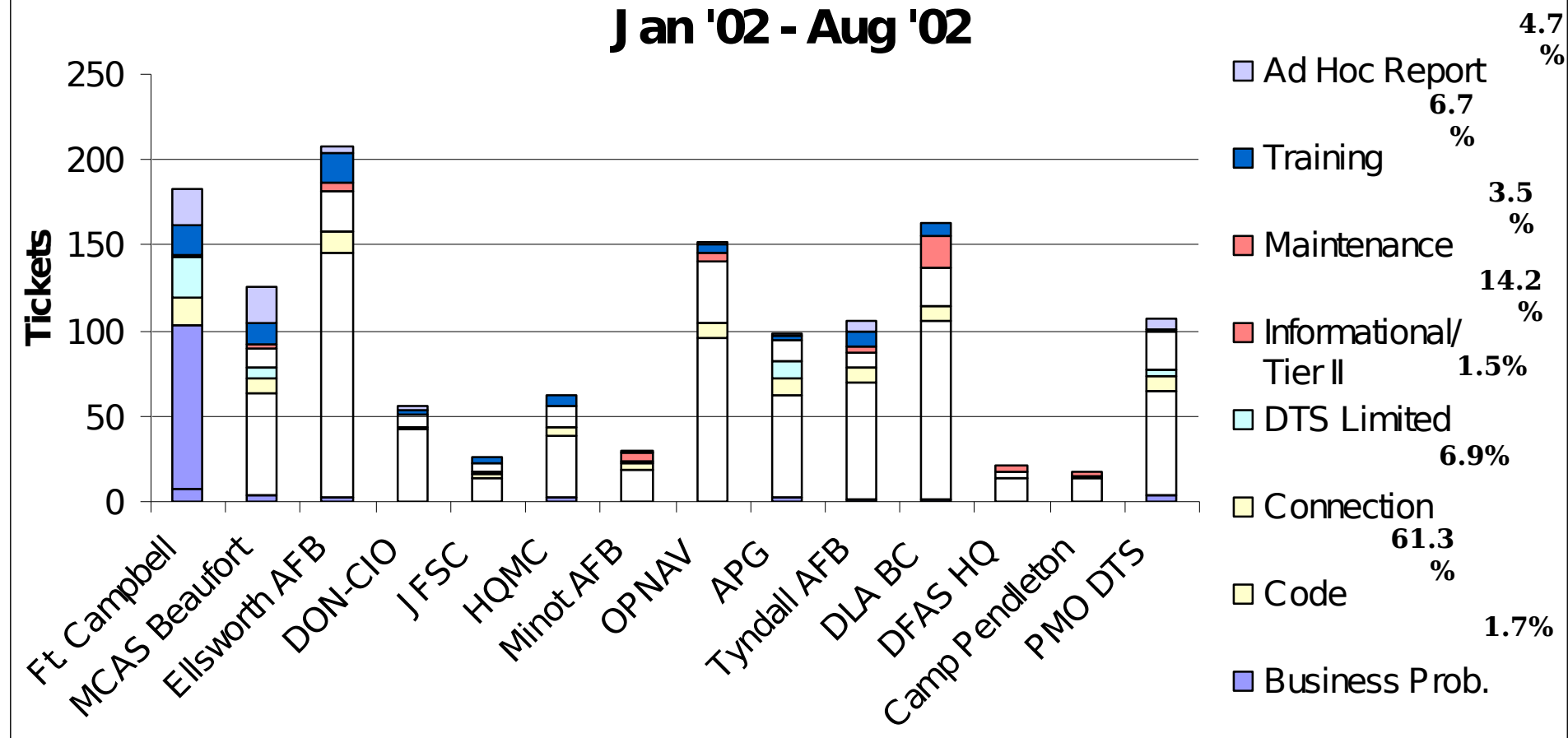
Ft McPherson



Tier 3 Help Desk Tickets



Tier 3 Help Desk Tickets (By Category)
J an '02 - Aug '02





Help Desk Analysis



- Help Desk Tickets are predominantly software related. These calls are classified under the “Code” category which includes the following:
 - Defects
 - Enhancement/usability related calls
 - PNR Gateway, GDS, DADS, DEBX related issues
 - PMO will further break Code down into more useful categories
- Second most-frequent calls are informational/Tier 2 type calls
 - These calls can be reduced by improved Tier 2 Help Desk setup, training and self support capability (DTS web sites populated with FAQs, Workarounds, Bulletins etc)